

*Cont.*  
received from the at least one call center to select the agent addresses at agent workstations in the at least one call center to route the incoming IPNT calls.

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7. The IPNT call-routing system of claim 6 wherein the SCP processor communicates with a Computer Telephony Integration (CTI) processor at the at least one call center by TCP/IP protocol.
8. The IPNT call routing system of claim 7 wherein the CTI processor and the plurality of computer platforms are connected on a local area network at the call center.
9. The IPNT call routing system of claim 8 further comprising a data server processor is connected to the LAN, the data server processor running an instance of a database comprising data associated with customers placing incoming calls to the call routing system.
10. The IPNT call routing system of claim 6 wherein the WAN is the Internet.
11. An Internet Protocol Network Telephony (IPNT) call processing system for routing incoming calls to at least one agent workstation in an IPNT-capable call center, comprising:
  - an Internet routing server adapted to route IPNT calls; and